IN THE CLAIMS

Please amend the Claims as follows.

19.　**(Twice Amended)**　A method for serving a knowledge worker, comprising:

receiving a first request from a client associated with the knowledge worker;

retrieving, from a knowledge matrix, status information on a knowledge item associated with the first request;

generating a second request for the knowledge item if the status information received from the knowledge matrix indicates the availability of the knowledge **item** [items]; and

receiving information related to the knowledge item in response to the second request.